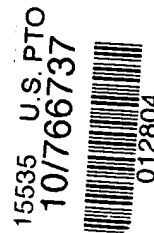




Parks & Associates, P.C.

Attorneys at Law



3131 West Alabama
Suite 101
Houston, Texas 77098

28 January 2004

Fadeev Str.6
Suite 154
121069 Moscow, Russia

(713) 523-1788
(713) 523-1789 Fax
email: micparks@hal-pc.org
Mail Stop Patent Application
Commissioner for Patents
P.O. Box 1450
Alexandria, VA 22313-1450

(7-095) 250-25-23
(7-095) 250-25-23 Fax

Re: Application for Patent entitled **METHOD FOR
REDUCED PROCESSING AND IMPROVED REMOTE
MONITORING OF CALL CENTER ACTIVITIES**

Dear Sir:

Enclosed please find the completed application of Arthur Jerijian and Juhwan Kim executed the 28th day of January, 2004 for a new and useful method for reduced processing and improved remote monitoring of call center activities, comprising of a specification, claim or claims with five (5) pages of formal drawings, combined Declaration and Power of Attorney, and a Small Entity Status Statement, together with our check for the amount of \$385.00 covering the filing fee as follows:

Basic Fee (Small Entity)	\$ 385.00
Total Number of claims in excess of 20 at \$9.00/ea.	0.00
Total independent claims in excess of 3 at \$ 42.00/ea	0.00
TOTAL FILING FEE:	\$ 385.00

If the enclosed check is not sufficient to cover the filing fee due to some miscalculation, please charge the deficient amount to our Account No. 16-0315 and notify us of the reason and amount of deficiency.

Also enclosed please find a self-addressed stamped postcard. Please affix the Office Stamp upon receipt of the enclosed and return it to us to evidence your receipt of the enclosed application.

Very truly yours,

Michael L. Parks

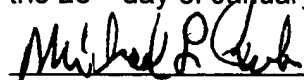
Registration No. 26,782

Enclosures

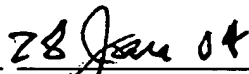
CERTIFICATE OF MAILING

I hereby certify that this correspondence is being deposited with the United States Postal

Service with sufficient postage as first class express mail in an envelope addressed to Mail Stop
Patent Application, Commissioner for Patents, P.O. Box 1450, Alexandria, VA 22313-1450 on this
the 28th day of January, 2004.



Michael L. Parks



28 January 2004

United States Express Mail No.: ER 493713170 US

H:\WPWIN60\WPDOCS\StrataSoft\Q & A patent\PTO-file-covl.wpd